

*Our Mission is to improve our client's lifestyle beyond their expectations - with unique style, better functionality and fabulous design while providing prompt service, excellent quality and fantastic value.*

# DREAM KITCHENS

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## The Survival Guide

*A complete guide to  
surviving your kitchen or  
bath project*

*Presented by*

DREAM  
KITCHENS



*I apologize in advance that we will be disrupting your house. The kitchen, which is the center of your home, will be dismantled. This will be painful, but I promise we will do our best to complete your project in the shortest time possible.*

*Dream Kitchens is a great operation. We have skilled Designers. We have a precise written Agreement to cover the details. We have trained personnel checking every job before it is ordered and it is again checked at the factory. That still does not mean everything will be perfect. We are known for the creativity of our Designers - which usually translates to complexity. Remember, we are dealing with wood and people. Unexpected things happen.*

*I personally assure you the final product will be terrific. No stone will be left unturned to make sure any glitch will be resolved as quickly as possible.*

*We have award winning Designers. We have Job Coordinators in our office who are available by phone to respond to any question you may have. We have a technical expert who checks our jobs to insure that every kitchen we provide is of Dream Kitchens' quality and standards.*

*Our Installers are not just carpenters, they are highly skilled craftsmen. They do not smoke in your house, they do not swear (at least not in your presence) and they clean up daily.*

*We use quality cabinet manufacturers who produce great kitchens and bathrooms (almost always on schedule.)*

*But do remember - getting replacement parts for custom materials takes considerable time - and it seems even longer when your kitchen or bath is disrupted.*



*I assure you, when the dust settles and you realize you have survived your project, the pleasures of your beautiful, well-designed kitchen or bath will be with you as long as you own your home.*

**Nina Hackel**  
Owner/Designer, Dream Kitchens

## TABLE OF CONTENTS

Client Review.....	1
Internal Review.....	1
Job Coordinator .....	1
Framing .....	2
Scheduling Your Project.....	2
Preparing Your House .....	3
Site Preparation.....	5
Installation .....	5
Emotional Meltdown.....	6
Countertops.....	7
Change Orders.....	8
Cabinet Touch-up.....	8
Clean up .....	8
Insurance Coverage .....	8
Cabinet Maintenance.....	8
Job Completion.....	9
Relax .....	9
After Completion.....	10
Client Comments.....	11

## CLIENT REVIEW

Your Designer reviews every detail of your project with you as you approve your Sales Agreement. You receive a copy of this detailed document along with a copy of your layout. We want to make sure you fully understand all the information about your project. If any questions come to mind, please call us at once. Your order will start processing immediately. If you are using your own contractor (or subcontractors), your designer is available to discuss any details with him or her as well. A pre-construction meeting is recommended to help assure that everything goes smoothly.

Make sure that all contractors hired for your project have a copy of your final layout. We will provide as many copies as you need.



## INTERNAL REVIEW

Once you have approved your Sales Agreement, our Dream Kitchens' staff moves into high gear. In an effort to minimize potential problems, every detail of your project is reviewed by two designers and is checked again by your Job Coordinator. If there is any question or doubt about a detail of your job, your Designer or Job Coordinator will contact you for clarification.

## JOB COORDINATORS

Every Designer has a Job Coordinator who manages the Dream Kitchens' portion of your project. The Coordinator is knowledgeable about the details of your project, organizes all the paperwork, orders material and tracks the progress. The Coordinator will be sending you a letter of introduction. If you have questions, please feel free to contact

your Job Coordinator directly. The Coordinators are in the office during daytime hours to answer questions or get you a speedy reply. The Designers are often not available immediately because they are at job sites or in conversation with clients. The Coordinator has access to the details of your job and can track down any information you may need.

## FRAMING

We strongly recommend you advise your Designer when rough framing is started. Whenever lead time allows, the Designers want to double-check the measurements to make sure the framing agrees with our plans. If necessary, changing the framing would be relatively simple at this stage.

## SCHEDULING / DELAYING DELIVERY

When you sign your Sales Agreement, your Designer will give you a reasonable estimate of the expected delivery date of your cabinets. Approximately 2 weeks before delivery, you will be advised in writing of the actual scheduled delivery date. That date is normally accurate within 48 hours. If the project is behind schedule, please advise your Job Coordinator **immediately**, so arrangements can be made to try to delay delivery and reschedule installers. Even with proper notification, delaying delivery is not always possible. If you have a long delay, you may need us to help you find a place to store your cabinets. We can normally do this at a minimal extra cost to you for storage. You may be asked to pay for the cabinets as if they were delivered on time. Also remember, when delivery is delayed, an installer may no longer be immediately available.



A couple of days before delivery, you will be notified by phone of the specific day and the approximate time of your delivery. Please make sure there is adequate access to the job site. This means that the house is unlocked, a very large truck can reach the house and the delivery people can safely get into your house. If payment hasn't already been made, your final check will be picked up by our Delivery Manager when the cabinets are delivered.



## GETTING YOUR HOUSE READY

When remodeling, your existing cabinets need to be completely cleaned out. You can usually obtain cartons from a store. Use an adjoining room, a basement or attic for temporary storage. Labeling each carton will make unpacking easier. Sneak essentials - the refrigerator and microwave - out of the way of remodeling but into a place they are usable. Collect other kitchen helpers; toaster oven, blender, electric skillet, hot plate and coffeepot. Fetch your camp stove. Free up your barbecue grill and picnic table. A temporary kitchen works best near a sink and countertops - such as in a half bath or a laundry room. Main dishes like casseroles, soups, chili, and lasagna can be made ahead and frozen.



Paintings, wall decorations, valuables, antiques, and hanging plants should be removed from the work area. Our installers are skilled professionals, but we always want to guard against accidental damage. New construction may leave plaster or drywall cement spatters on the floor. Please make sure these are removed before we begin. If lumber or other material is stacked up in the work area, please be sure it

is moved before we arrive to start your project.

If you are not present while the work is in progress, please leave a telephone number where we can call you. When questions arise during installation, we may want to reach you quickly in order to keep



*Plan to be without water for some time.* Dishes and hands can be washed in the bathroom or laundry room. Paper plates and cups are handy. Perhaps friends or relatives will invite you for supper. Microwaves come in really handy during this time, and the refrigerator can stay operative.



Sometimes it may be possible to set up a temporary kitchen sink. Please let us know if this is desired so we can get you the cost of this option. **Do not panic!** We have never lost a client due to malnutrition during a kitchen project.

Cover furniture and other objects in rooms adjacent to the work area. Despite our precautions, sanding, sawing and other preparatory work makes dust that travels a **long** way. Old sheets and drop cloths are ideal for this purpose. You may want to schedule carpet and drapery cleaning after the project is completed.

*If other subcontractors* are completing their work in your kitchen or bath after our installation, make sure they put protective cardboard or blankets on the countertops. Some clients have experienced scratches on their countertop because the painter stood on it or the plumber put his tools on it. You should also caution your subcontractors about not scratching the new cabinets with their tools or tool belts.

*Most installations* require a cutting station. If work is being done on the second floor, make one corner of the room available for cutting. If the cutting station is in your garage, you will probably want to cover lawn or other equipment stored there.



## SITE PREPARATION

Before installation begins, all existing cabinets must be removed, rough wiring and plumbing done, walls sheetrocked and primed, and the sub-floor installed. If the floor is wood, it is usually installed before the cabinets, but the final finish coat isn't done until after all work is completed. Floating wood, laminate floors, tile, and linoleum are usually put down after the cabinets are installed. Find out how your contractor will schedule the flooring.

Please provide a location to safely store your new cabinets until installation begins. This area should be clean and close to where the cabinets will be installed, but not in the physical space where the work will be done. Please be aware that most of our cabinets are shipped in furniture blankets, like fine furniture. The blankets belong to the cabinet factory and are removed at your delivery. You will need to protect the cabinets while waiting for installation to begin.

## INSTALLATION

Your Job Coordinator advises you when the Installer will arrive on the job. This is usually shortly after the cabinets arrive. Frequently, the Installer also calls the night before he starts. Your Designer has completely reviewed the project with the Installer. He has received an Installation Package, which contains all the details on your job, including the specification sheets on your appliances, and any special instructions from your Designer. Our Installers are professionals who take pride in their knowledge and craftsmanship. **Quality always takes priority over speed.** If you are paying him directly, the Installer will ask you for a 50% deposit on the installation the

day he starts. The Installer will usually stay uninterrupted on your job until the countertop is ready for templating. There is always a delay from the time of templating to the time the countertop is delivered - from one to three weeks. During this time, the Installer normally leaves your project to finish miscellaneous items on other jobs.

Your Designer and Job Coordinator stay in touch with the Installer and your project. Should a problem arise during the installation, having it resolved is given top priority. Please remember, the materials we use are mostly custom products, which have custom lead times. This means annoying delays. However, it is extremely rare that this will prevent you from moving back into the kitchen or bath.

You may notice that some drawers and doors do not line up correctly. All of the final adjustments and touchups are done at the end of the job. When the installation is complete, our Installer will ask you to inspect the job, and he will make any adjustments you discuss.

## EMOTIONAL MELTDOWN

Usually by the time you are waiting for the countertop to arrive, your life will have been totally disrupted for so long that you will go through Emotional Meltdown. Our staff fully understands this.



Please feel free to call the Job Coordinator or Designer to let off steam. When everything is complete, you **will** forget the pain and aggravation of this project, and be able to fully enjoy the pleasure of your beautiful, efficient new kitchen or bathroom.



## COUNTERTOPS

### (A) Laminate Tops

These tops normally have visible seams. Be careful that moisture does not sit on the seam. Keep it dry. If moisture gets into the seam it voids the warranty. Heat above 275 degrees might burn or scorch laminate tops. When two sheets of laminate are put together, there can be slight variations in appearance because of the direction of the pattern or due to different dye lot runs. Do not use a knife directly on laminate - it will scratch the surface and cannot be repaired. Laminate also shows wear over time. Clean with products such as Soft Scrub or Fantastic.

### (B) Solid Surface

This product is usually 1/2 inch thick and non-porous. Only the top layer can stain and these stains can usually be removed. Solid Surface material can be scratched but most scratches can be removed. It might also scorch at temperatures over 400 degrees, however, trivets can be built into the product. There are less obvious seams. Clean with non abrasive cleaners, such as Soft Scrub.

### (C) Granite

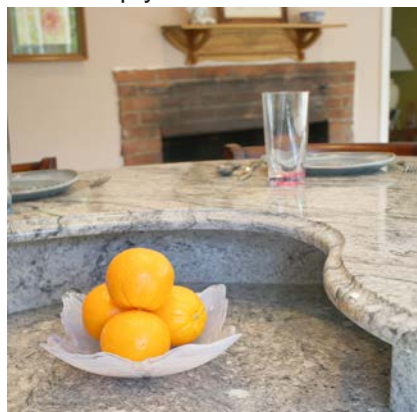
This is a natural product, so the appearance of the granite will vary from samples. This is why we want you to view the granite slab before it is cut for your top. There will usually be seams. The granite comes with 24-hour sealer. This means that it should prevent staining as long as the offending soil is completely washed off within 24 hours. Granite should be resealed regularly (six months is typical). Frequency is based on type of granite, as some granites are more porous than others. Avoid allowing oil or grease to sit on a granite top. It will dull the finish and stain the top. We sell granite cleaners and sealers. You can reseal the countertop yourself.

### (D) Engineered Stone

This is a new, man-made quartz and resin product which is similar to granite but not porous.

### (E) Other products

Butcher block, stainless steel, slate, soapstone and concrete tops are available. You should speak with your designer about these materials.

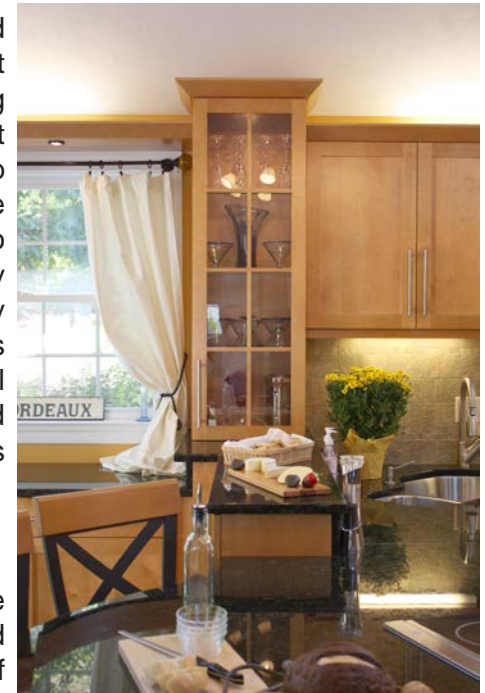


## CHANGE ORDERS

If any changes are made after the Sales Agreement is signed, your Designer will write up a Change Order quoting the cost. We require full payment at the time a Change Order is signed.

## CABINET TOUCH UP

Our Installers are trained to touch up minor cabinet nicks that may occur during shipping or handling. If it is more serious, your Job Coordinator may schedule a special touch-up artist to work on it or the piece may be returned to the factory for repair. Factory returns take several weeks. We will weigh these options and decide what the best way is to handle your situation.



## CLEAN UP

Our Installers will keep the work area clean at the end of each day. At the end of the job they will clean out the inevitable debris inside the cabinets. You will probably want to vacuum and damp-wipe cabinets interiors prior to stocking the shelves.

## INSURANCE COVERAGE

All of our employees and subcontractors are fully covered with Liability Insurance.

## CABINET MAINTENANCE

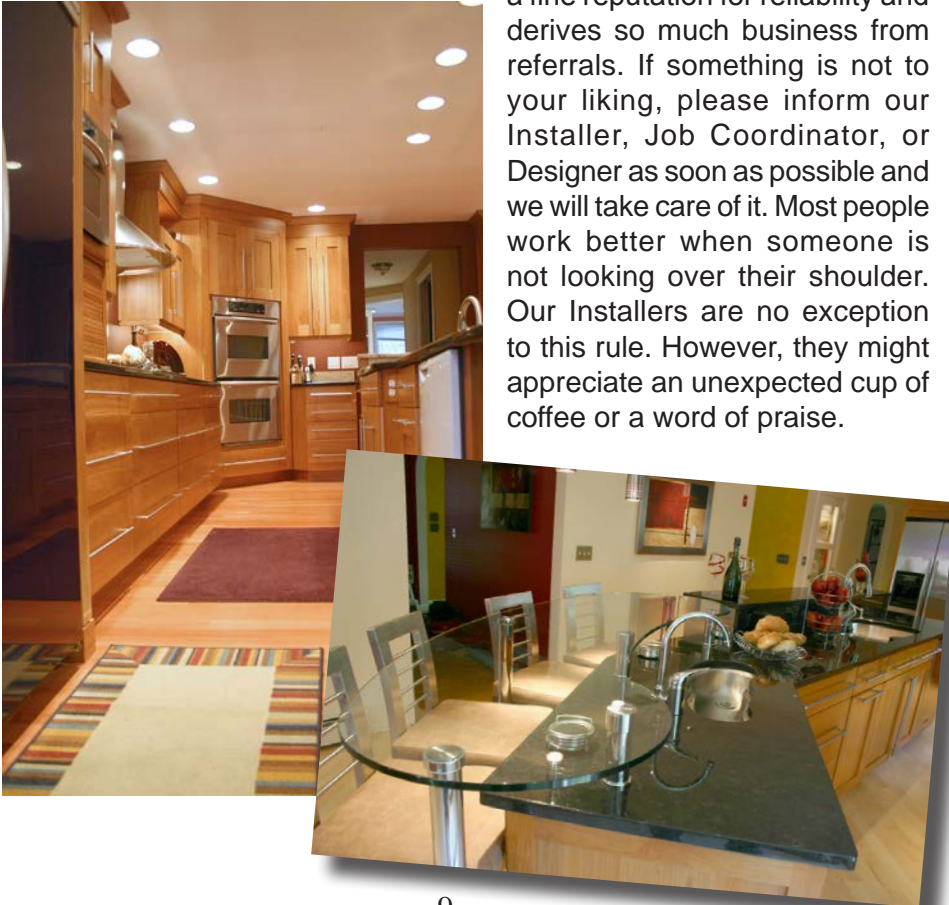
We recommend mild detergent and water for cleaning of cabinets. That is all that is needed. Do not use a polish as this will build up and dull the finish.

## JOB COMPLETION

Short shipments, Change Orders, damaged merchandise and minor production errors may result in some items not being available when the Installer is ready to leave the job. These items are written up on a Punchlist. We assure you this list is given top priority and is under the constant review of the Job Coordinator. When your materials arrive, we will arrange to have them installed. Please call the Job Coordinator any time you want a status report. Do remember - most of our products are custom and take time. You should also know that we are very picky and may delay completion until the materials meet our high standards.

## RELAX

Your job is in good hands. Our installation staff is completely dedicated to doing good work. This is one reason our company enjoys a fine reputation for reliability and derives so much business from referrals. If something is not to your liking, please inform our Installer, Job Coordinator, or Designer as soon as possible and we will take care of it. Most people work better when someone is not looking over their shoulder. Our Installers are no exception to this rule. However, they might appreciate an unexpected cup of coffee or a word of praise.



## AFTER COMPLETION SERVICE

If something happens after the job is completed, call the Job Coordinator and we will schedule a service call as quickly as possible. When you have used one of our Authorized Installers, most service calls will be free of charge for three years after installation. (Laminate tops are one year.)

## MANY HAPPY RETURNS

When your project is complete, you will be able to relax and enjoy the fruits of your labor. The many hours of planning, the worrisome design details and the anxiety during installation will soon be forgotten. You can

look forward to years of pride and enjoyment in a beautiful room which was designed to your personal specifications.



We hope our staff's dedication to your complete satisfaction will have been demonstrated. We hope your satisfaction with our work will prompt you to write us with your comments, and refer us to friends and relatives. The greatest reward we gain from our work is knowing that you are a satisfied client. We all **thank you** for choosing Dream Kitchens.



## CLIENT COMMENTS

*"It gives me great pleasure to write to you about how beautiful, functional, rugged and practical the new kitchen your company designed and installed for us is. Everyone was courteous and patient during the follow through period."*

**Acton, MA**

*"My wife and I would like to take a moment to express our personal gratitude for the efforts of your associates. Our Designer's insight and advice were invaluable in achieving our objectives."*

**Melrose, MA**

*"We did not think there were people like you and your staff left on this earth. Thank you again for your wonderful people and their workmanship."*

**Wilmington, MA**

12

*"We feel secure in the fact that Dream Kitchens will stand behind its product lines and is always willing to solve the few minor problems that popped up. I highly recommend using Dream Kitchens - they handle everything for their customers from start to finish - even the stress!"*

**Derry, NH**

## CLIENT COMMENTS

*"Now that our project is complete, we want to thank you for going above and beyond in creating our masterpiece of a kitchen. We appreciated that you accepted our ideas as exciting challenges."*

**Chelmsford, MA**

*We can't thank you enough for putting up with us and all our phone calls of panic through the remodeling phase, installation and final completion of the project. Your professionalism, willingness to listen, and 'to do everything necessary' to satisfy our idiosyncrasies was remarkable.*

**Tyngsboro, MA**

*"We appreciate your professional attention to detail and willingness to do what it takes to satisfy the customer through the entire process."*

**Hollis, NH**

*I can't thank you enough for being as accommodating as you all were...from design revisions, to finish changes at the last minute, to perfecting imperfections once the project was installed."*

**Hollis, NH**